



Classification Description

Job Title: Instructional Assistant

Pay Grade: 103

Job Code: 4575

FLSA Status: Non-Exempt

Job Purpose

This is responsible work in providing group and individual instructional support to students in an academic specialization within the academic division. Position also maintains assigned facilities; manages computerized records; assists faculty in non-instructional support functions; and provides technical assistance to students and staff.

General Responsibilities

Essential Functions

Assists students and staff utilizing services of the department in a pleasant and professional manner; understands the services, policies and procedures offered and provides information or assistance as requested.

Works with students to determine learning needs; creates learning activities designed to support a student's educational goals; provides educational plan support and assistance to students to ensure academic success.

Assists faculty in compiling and maintaining student progress and attendance records; preparing materials; conducting demonstrations and instructional sessions; organizing testing materials; scoring tests, tutoring students and providing technical expertise.

Adapts presentation of materials to meet the learning styles of the students by using verbal, visual, and written materials.

Maintains neat and orderly facilities to ensure an environment conducive to student learning; ensures facilities and equipment are in proper working condition; takes appropriate precautions to ensure a safe and secure learning environment.

Maintains assigned work area, including preparing materials, organizing materials and supplies, and scheduling activities and learning experiences within the area of assignment.

Performs required institutional functions, such as serving on College committees, attending meetings, etc., as assigned.

INSTRUCTIONAL ASSISTANT

Presents department orientation sessions at the beginning of each semester, as assigned.

Promotes the department by visiting classes to inform students of services and holding special functions within the area.

Attends and participates in faculty meetings as directed.

May supervise and schedule student tutors.

School of Business and Technology: Assists Dean and Associate Dean with assigned recruitment activities. This may include working at a different site, requiring instructional assistant to have access to transportation. Travel expense to be reimbursed as per FSW's Travel Procedures College Operating Procedure (COP 04-0102).

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Associate's degree from a regionally accredited institution of higher education with satisfactory completion of a minimum of three (3) appropriate AA or AS courses in the academic area of assignment, or appropriate related experience.

Knowledge of safety hazards, precautionary measures and appropriate safety procedures.

Ability to work a flexible schedule to accommodate both day and evening students.

Willingness to read and keep abreast of the field. Willingness to go through training, if deemed necessary for currency in the field.

Demonstrated experience using a personal computer, office software such as MS Office (MS Word, MS Excel and MS Access) and electronic mail. Ability to use SCT Banner System.

School of Business and Technology: Ability to independently travel to various campuses and other locations for College business.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.

INSTRUCTIONAL ASSISTANT

- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicate and collaborate with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

INSTRUCTIONAL ASSISTANT

Work Conditions/Physical Demands/Special Conditions

- Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.
- Environmental: Normal general office.
- Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills necessary.

Approved: September 1, 2009. Revised: February 18, 2011, December 18, 2012, June 14, 2013, July 1, 2014, August 5, 2015, November 21, 2018 and July 1, 2023.